

All Staff Training Update Webinar

July 31, 2015
10:00 – 12:00CST



AGENDA

- ❖ New Foods
- ❖ Breastpump Inventory
- ❖ Organizations & Referrals Lists
- ❖ Ordering Forms
- ❖ Basic Terminology in Journey / Categories
- ❖ Separation of Duties
- ❖ Scheduling Staff & Roles
- ❖ Presumptive Eligible Women
- ❖ Data Conversion Cleanup
- ❖ Other Tips & Suggestions for Journey
- ❖ Rollout Schedule, Location, Attendance, Support
- ❖ Baby Behavior

New Foods

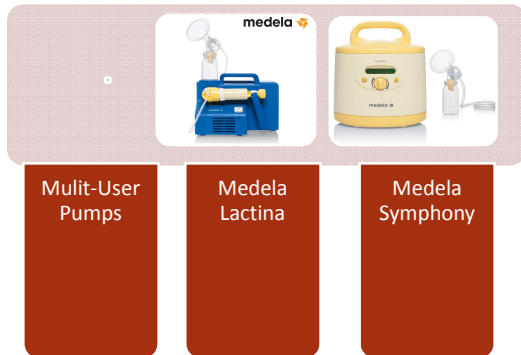
JANE

Breastpump Inventory

GETTING READY FOR JOURNEY

Types of BF Equipment Inventory in Journey

SERIALIZED INVENTORY



NON-SERIALIZED INVENTORY



What Can We Do Now?

Count and Organize Pumps

- Which types of pumps does your agency have?
- How many of each type of pump?
 - Include the pumps that are currently issued to clients
 - Include the pumps that you have but are not working
- Make a list of serial numbers on multi-user pumps
- Breastfeeding Equipment Inventory will begin being entered in Journey during mock clinic days.
- Think about your pump issuance/inventory process and how to merge with Journey process
 - Contact Julieann with questions about Breastpump Program or Equipment

Look for original inventory serial number list

Organizations & Referrals

SUSAN

Adding Organizations to your Referral Lists

WHO DO YOU MAKE REFERRALS TO?

WHO DO YOU USE FOR OUTREACH?

THE ORGANIZATION LIST WILL BE ADDED TO JOURNEY UNDER:

SYSTEM ADMINISTRATION

CLINIC SERVICES ADMINISTRATION

ORGANIZATIONS

Organizations

MAKE SURE THE ONES YOU REFER TO THE MOST ARE IN THE SYSTEM BEFORE YOU GO LIVE.

EXAMPLES:

IMMUNIZATIONS, FOOD PANTRIES,
REDUCED COST MEDICAL AND DENTAL CARE,
OUTREACH ORGANIZATIONS

ADD DURING MOCK CLINIC

Ordering Forms



- ❖ Check Your Inventory
- ❖ Orders
- ❖ Recycle
- ❖ Pack
- ❖ Return

Basic Terminology in Journey

PARTICIPANT CATEGORIES

Category changes GLink to Journey

GLINK CATEGORY		JOURNEY CATEGORY	More Information
PGW PGT	→	Pregnant	
BF1 BF2	→	Breastfeeding	Breastfeeding Description will match her breastfed infant
PPW PPT	→	Not Breastfeeding	
IBF IPB IFF	→	Infant	Breastfeeding description completed by CPA during Nutrition Interview (Excl BF, Part BF, Never BF, etc)
CH1 CH2 CH3	→	Child	

Breastfeeding Mom & Baby Pairs

The food package panel will display more specific information about breastfeeding status
Part BF Within Range
Part BF Out of Range

Participant Categories on Family Panel

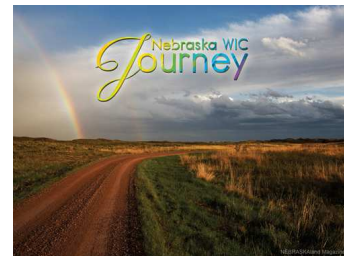
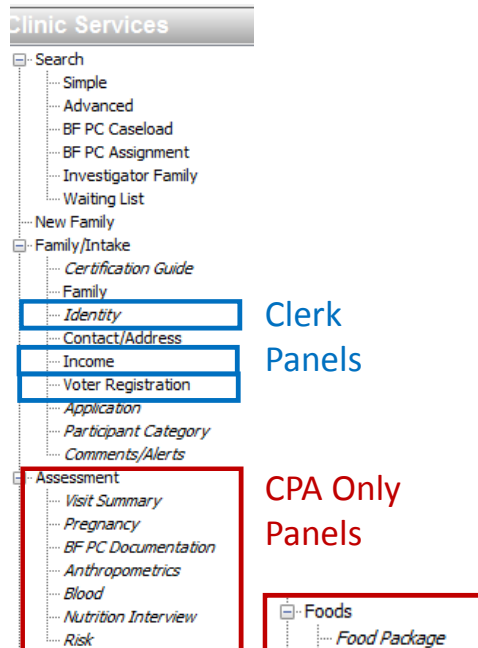
Family					
Auth Rep: Honeycrisp Apple Date of Birth: 11/06/1990 (24 y)	Category: Breastfeeding WIC Status: Active	Cert. End: 12/2015	Last FB: May 15	Edit	
*FB Issuance 2 Months					
Participant: Johnny Apple-Seed Date of Birth: 12/12/2014 (7 m 16 d)	Category: Infant (Male) WIC Status: Active	Cert. End: 12/2015	Last FB:	Edit	
*FB Issuance 2 Months					
Participant: Fuji Apple Date of Birth: 12/12/2012 (2 y 7 m)	Category: Child (Female) WIC Status: Pending	Cert. End:	Last FB:	Edit	
*FB Issuance 2 Months					
Participant: Apple Orchard Date of Birth: 10/10/1990 (24 y)	Category: Pregnant WIC Status: Pending	Cert. End:	Last FB:	Edit	
*FB Issuance 2 Months					
Participant: Cutie Clementine Date of Birth: 10/10/1990 (24 y)	Category: Not Breastfeeding WIC Status: Pending	Cert. End:	Last FB:	Edit	
*FB Issuance 2 Months					

Scheduling Staff & Roles

- ❖ Separation of Duties
- ❖ Security in Journey
- ❖ How Security will effect Staffing
- ❖ Scheduling appropriate staff for clinics

Separation of Duties

- ❖ New Draft Procedure: Separation of Duties at the Clinic Level
- ❖ Security in Journey -- Roles



Presumptive Eligible Women



WHAT'S HAPPENING: Presumptive Certification is Ending

WHEN: Immediately

ACTION NEEDED:

- ✓ Stop Using Presumptive Certification
- ✓ Bring those who needs 2nd visit in before Journey Training

Data Conversion Cleanup



- ❖ Zip Codes
- ❖ Duplicate Names
- ❖ Same person listed as 2nd Authorized Rep & Proxy
- ❖ Women with 2 records in same family
- ❖ Family Size
- ❖ No Birth Date

THE MORE ACCURATE &
COMPLETE THE
INFORMATION IN
GLINK.....THE LESS
PROBLEMS IN JOURNEY

'Cos its in the computer, don't mean its right!

Watch those files

Fix Mistakes



Other Tips & Suggestions for Journey

- ✓ Tell Clients Journey is Coming
- ✓ Keep new system signs posted
- ✓ Clinic staff watch 2 weeks before rollout:
 - Journey Videos
 - Rollout Webinar

GLINK Checks can be USED

Journey has USER HELP

Other Tips & Suggestions for Journey

Remember to reduce the clinic schedule by 50%

- ✓ Shorten the certification cycle by 30 days for families due to recertify in the month of your rollout & issue two months of checks.
- ✓ Extend the certification period by 30 days for families due to recertify in the month of your roll out and certify the following month.

Rollout Schedule

ATTENDANCE, LOCATIONS, STATE SUPPORT, MOCK CLINIC

VINCE/PEGGY

Journey Training Locations			
Date	Agency #	Local Agency	Location
August 10 - 13	20	Family Health Services	Nebraska State Office Building - LLB
	26	Family Services	301 Centennial Mall South Lincoln, NE 68509
August 24 - 27	10	Douglas County	DoubleTree
			3650 S. 72nd Street Omaha, NE 68124
September 14 - 17	50	Community Action Partnership of Western NE	Knight Museum and Sandhills Center
	75	Western Community Health Services	908 Yellowstone Ave. Alliance, NE 69301
September 28 - October 1	65	Peoples Family Health Services	ESU #16
			1221 W. 17th Street North Platte, NE 69101
October 5 - October 8	35	Central District Health Department	Fairfield Inn and Suites
	70	East Central District Health Department	805 Allen Dr. Grand Island, NE 68803
October 19 - October 22	30	Northeast NE Community Action Partnership	Pender Central Office Conference Room
			603 Earl Street Pender, NE 68047
November 2 - November 5	45	Community Action Partnership of Mid-NE	Holiday inn
			110 S. 2nd Avenue Kearney, NE 68847
November 16 - November 19	5	Central NE Community Services	Holiday Inn - Midtown
			2503 S. Locust Grand Island, NE 68801

TRAINING Schedule

Monday – 10am – 5pm

Tuesday – 8am – 5pm

Wednesday – 8am – 5pm

Thursday – 8am – 12pm (All Staff)

Thursday – 1pm – 5pm (Only Staff learning Operations)

MOCK CLINIC Schedule

Thursday – 1pm – 5pm (Staff not doing Operations training)

Friday – 8am – 5pm

Monday – 8am – 5pm

State Support

State Support

- ❖ State Support will be provided for a total of 3 weeks
- ❖ Training – State staff will be part of training classes
- ❖ Mock Clinic – State staff will be part of Mock Clinic
- ❖ Live Support – State staff will physically support the first 2 weeks of Live. Starting the first day of live through the Friday of the following week.
- ❖ *We are planning to have at least 1 State staff person and sometimes 2 or 3 depending on the specific location.*

What Will Staff Be Doing at Mock Clinic?

Everyone has activities to do during mock clinic

- ❖ Install Journey on your workstation
- ❖ Confirm your user ID/password works. Change your password
- ❖ Test your user roles

Use Journey Train to practice with “Real” client data from own clinic

- ❖ Install Journey Train on your workstation
- ❖ Work with the scheduler
- ❖ Open families scheduled for appointments the first week of rollout
- ❖ Practice client scenarios
- ❖ Review, verify and change food packages
- ❖ Practice printing checks



Mock Clinic Activities Continued

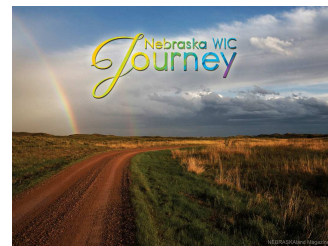
Login to Journey and get prepared

Clerks

- ❖ Open the scheduler, verify appointments, answer phones and/or make calls, pull charts for the day or week

CPA's

- ❖ Add and verify food packages for clients with appointments the first week



Baby Behavior

PROJECT UPDATE & TIMELINES

Timing of Message Staff Training

Baby Behavior messages targeted to specific nutrition education contact points

- ❖ Prenatal
- ❖ Infant



Staff Training Videos

- ❖ Show to use timing of message materials
- ❖ Video clips
- ❖ Laminated cards



Baby Behavior Plans

- ❖ Timing of Message Training Plan
 - ❖ Follow-up with BB Workgroup contact
- ❖ Spanish Materials
- ❖ New Staff Training Options
- ❖ Baby Behavior Workgroup



Questions



THANK YOU!
